

April 26, 2016

Steven J. Golightly, Ph.D.
Director
Child Support Services Department
5770 South Eastern Avenue
Commerce, California 90040-2924

Dear Dr. Golightly:

Members of the Quality and Productivity Commissioners thank you for an informative update on operational improvements and challenges during the biennial Department Visit on April 25, 2016.

We were pleased to learn about the major renovations underway at the Public Contact Offices. Creating play areas for children and removing barrier walls will ensure a more user-friendly environment for interaction between child support officers and clients.

The Commission commends your fostering of a holistic culture within the Department, encouraging employees to be mindful of other real-life factors, which impact a client's ability to pay such as employment and skills. We look forward to seeing what impact the new culture will have on collections when we visit again in 2018.

It is unfortunate that an extensive RFP process at the State level has delayed the purchase and placement of kiosks in County facilities, where clients will use an automated, touch-pay system for child support payments. We share your optimism that the system will be up and running by the summer of 2016.

The Commission also was impressed with quality and productivity improvements in the following areas:

- Installing sit-stand work stations in the Customer Service Centers, reducing worker compensation claims
- Moving to Geo-Analytics as part of case review and management
- Communicating with stakeholders to improve service delivery

We look forward to working with the Department on:

- Identifying funding to assist the Business Intelligence Division in developing criteria to assess the return on investment on specific Department processes

We support plain language

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Quality and Productivity
Commission**

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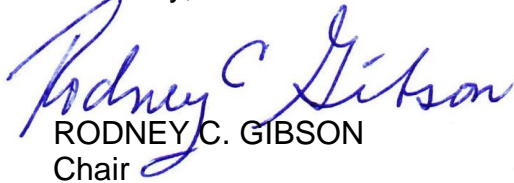
***"To enrich lives through
effective and caring service"***

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- Improving training for child support officers to enable them to accept credit card payments from clients
- Exploring whether other apps already in use by County Departments may be used for child support payments

Thank you, again, for a productive meeting. We appreciate your support of Commission programs and will continue to work with your Productivity Manager Jennifer Coultas. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 or vpipkin@ceo.lacounty.gov for additional information.

Sincerely,



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